**DEMAND LETTER**

June 20, 20XX

Beyond Repair Construction  
10 1st Avenue  
Seattle, WA 98101

Dear Sir:

You recently did replacement tile work and other remodelling on my downstairs bathroom at 142 West Pine Street, here in Seattle. As per our written agreement, I paid you $4,175 upon completion of the job on May 17, 20XX. Only two weeks later, on June 1, I noticed that the tile in the north portion of the shower had sunk almost half an inch, with the result that our shower floor was uneven and water pooled in the downhill corner before eventually going down the drain. In our phone conversations, you claimed that the problem was in my imagination, was my fault, and was too minor to deal with.

I paid for a first-class remodelling job, and I expect to receive it. Please contact me within ten days to arrange to pay me $1,200 (the cost of redoing the work per the enclosed estimate from ABC Tile) or to arrange to redo the work yourself. If I do not hear from you by July 15, 20XX I will promptly file in small claims court.

Sincerely,

Ben Garcia  
1234 Main St.  
Seattle, WA 98101  
555-123-4567